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**IN THE UNITED STATES
PATENT AND TRADEMARK OFFICE**

Declaration and Power of Attorney

As a below named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated below next to my name.

I believe I am an original, first and joint inventor of the subject matter which is claimed and for which a patent is sought on the invention entitle **Call Queuing**, the specification of which is attached hereto.

I hereby state that I have reviewed and understand the contents of the above-identified specification, including the claims, as amended by an amendment, if any, specifically referred to in this oath or declaration.

I acknowledge the duty to disclose all information known to me which is material to patentability as defined in Title 37, Code of Federal Regulations, 1.56.

I hereby claim foreign priority benefits under Title 35, United States Code, 119(a-d) or 365(a-b) of PCT or foreign application(s) for patent or inventors' certificate listed below or priority benefits under 119(e) of any United States provisional application(s) listed below and have also identified below any foreign application for patent or inventors' certificate having a filing date before that of the application on which priority is claimed:

None

I hereby claim the benefit under Title 35, United States Code, 120 of any United States application(s) listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States application in the manner provided by the first paragraph of Title 35, United States Code, 112, we acknowledge the duty to disclose all information known to us to be material to patentability as defined in Title 37, Code of Federal Regulations, 1.56 which became available between the filing date of the prior application and the national or PCT international filing date of this application:

None

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

I hereby appoint the following attorney(s) with full power of substitution and revocation, to prosecute said application, to make alterations and amendments therein, to receive the patent, and to transact all business in the Patent and Trademark Office connected therewith:

| | | | |
|---------------------|------------------|---------------------|------------------|
| Samuel H. Dworetsky | (Reg. No. 27873) | Robert B. Levy | (Reg. No. 28234) |
| Thomas A. Restaino | (Reg. No. 33444) | Susan E. McGahan | (Reg. No. 35948) |
| Robert T. Canavan | (Reg. No. 37592) | Gary H. Monka | (Reg. No. 35290) |
| Michele L. Conover | (Reg. No. 34962) | Jeffrey M. Navon | (Reg. No. 32711) |
| Cedric G. DeLaCruz | (Reg. No. 36498) | Alfred G. Steinmetz | (Reg. No. 22971) |
| Thomas M. Isaacson | (Reg. No. 44166) | Christine Szwerc | (Reg. No. 43177) |
| Benjamin S. Lee | (Reg. No. 42787) | | |

I also appoint Thomas H. Jackson (Reg. No. 29808), Frederic M. Meeker (Reg. No. 35282), Thomas L. Peterson (Reg. No. 30969) and Stephen C. Siu (Reg. No. 48303) of Banner & Witcoff as associate attorneys, with full power to prosecute said application, to make alterations and amendments therein, and to transact all business in the Patent and Trademark Office connected therewith.

Please address all correspondence to Mr. S. H. Dworetsky, AT&T Corp., P.O. Box 4110, Middletown, New Jersey 07748. Telephone calls should be made to Robert B. Levy at 908-221-5714.

Full name of 1st joint inventor: Frederick Murray Burg

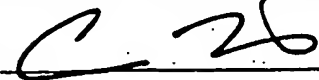
Inventor's signature Frederick Murray Burg Date 10/17/01

Residence: West Long Branch, Monmouth County, New Jersey

Citizenship: United States of America

Post Office Address: 62 Golf Street
West Long Branch, New Jersey 07764

Full name of 2nd joint inventor: Cameron Peters

Inventor's signature  Date 16 Oct '01

Residence: Weston, Suffolk County, Massachusetts

Citizenship: United States of America

Post Office Address: 39 Wellesly Street
Weston, Massachusetts 02493

**IN THE UNITED STATES
PATENT AND TRADEMARK OFFICE**

PATENT APPLICATION

Frederick Murray Burg et al.

| | | | |
|-------------------|------------------|----------------------------|---------------|
| | | Parent Application: | |
| Docket No. | 2000-0314CON | Serial No. | 10/037,002 |
| Serial No. | Not Yet Assigned | Group Art Unit | 2642 |
| Filed | Herewith | Confirmation No. | 5694 |
| Examiner | Not Yet Assigned | Allowed | Dec. 10, 2003 |
| Title | Call Queuing | | |

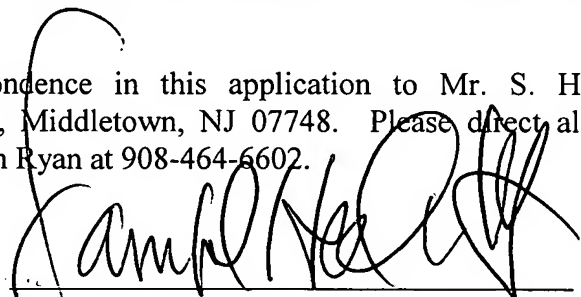
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SIR:

APPOINTMENT OF ASSOCIATE ATTORNEY

Please recognize William Ryan (Reg. No. 24434) as associate attorney in the above-mentioned application, with full power to prosecute said application, to make alterations and amendments therein, and to transact all business in the Patent and Trademark Office connected therewith. Please also recognize any of the attorneys associated with Customer Number 26652 of AT&T Corp., Middletown, New Jersey, with full power of substitution and revocation, to prosecute said application, to make alterations and amendments therein, and to transact all business in the Patent and Trademark Office connected therewith.

Please direct all written correspondence in this application to Mr. S. H. Dworetsky, AT&T Corp., P.O. Box 4110, Middletown, NJ 07748. Please direct all telephone calls in this application to William Ryan at 908-464-6602.



Samuel H. Dworetsky
Reg. No. 27873
Attorney for Applicants

Date: 02/17/04
AT&T Corp.
P. O. Box 4110
Middletown, New Jersey 07748